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New Legislation

Effective July 2, 2016, 2015 Wisconsin Act 355 allows a municipality or county to certify debts related to victim restitution. Previously restitution could only be certified to the Department of Revenue (DOR) if a court order or statute requires that the restitution be paid to the Clerk of Court.

DOR is working with the Department of Justice (DOJ) to establish procedures to implement this new legislation. This act takes effect July 1, 2016. More details to come!

Updates/Forms

New staff member – The Agency Collections Program has a new staff member, Roxy Walker. She joined us in January 2016 and brings more than 20 years of customer service experience from both the public and private sectors, as well as, several years of experience in accounting and audit. Welcome Roxy!

Agency contact information – Have you had any changes in personnel lately? Please update your TRIP contact information with us. Revise and submit your information by clicking [here](#).

Change of banking information – Mail or fax Electronic Deposit change forms to DOR for processing. We will update our systems first and send to the Department of Administration (DOA) to update in the PeopleSoft system. If there are any questions, DOA will contact us first. Use this form to update account information: [STAR Authorization for Electronic Deposit form \(DOA-6456\)](#).

Mail to:
Wisconsin Department of Revenue
Attn: Agency Setoff
PO BOX 8901
Madison, WI 53713-8901

Fax to:
608-261-6226

ACH Deposit for TRIP/SDC Payments

DOR continues to receive inquiries from agencies that are unable to locate or identify TRIP/SDC payments. To locate your payments, review your bank statement details. TRIP payments are identified by TRIP + Agency ID. SDC payments are identified by SDC + Agency ID.

Example:

State of Wisconsin WI PS ACH RMR*IV*TRIP000000*

State of Wisconsin WI PS ACH RMR *IV*SDC000000*

Please check for your weekly TRIP postings and monthly SDC transaction files. When you receive your payment report, inform your accounting department or treasurer that you are expecting the payment.

Security

Do not send an individual's personally identifiable information (PII) through email. PII is any piece of information that can potentially be used to uniquely identify, contact, or locate a single person. Types of PII include social security number (SSN), driver's license number (DLN), state identification number, and financial account numbers.

Use the TRIP Inquiry link in My Tax Account (MTA) to communicate with DOR in a safe and secure manner. Like email, you enter a subject line, attach documents, enter comments in a text box, and then submit. The MTA TRIP Inquiry is a secure transmission and can include debtor details such as name, complete SSN or DLN, and account details.

We will respond to MTA TRIP Inquiries after researching your question. Responses to inquiries will post to your MTA notices. A history of communications is stored in MTA for reference.

SDC Technology Enhancements

Federal Student Loans – We are in the process of upgrading our system to accept federal student loan (Perkins) debts from University of Wisconsin campuses. System development is nearing completion with implementation scheduled for June 2016.

SDC Reminders

Open legal action or administrative proceeding (warrant or reopened court cases) - Debt certified for collection must not be subject to an open legal action or administrative proceeding. Before the debt is certified to DOR, cancel any existing bench warrants. Do not issue a new bench warrant while the debt is certified with DOR for collection.

If a court case is reopened while the debt is certified with DOR, recall the debt. You may resubmit the debt to DOR when the case closes. If possible, call us for an update on collection progress prior to reopening a court case. We may have an action in place that will result in collection of the proceeds.

Payment plans - If the debtor enters into a repayment agreement with you, do not certify the debt to DOR for collection unless the agreement is in default. If the debtor contacts you to enter into a repayment plan after the debt was certified to DOR, have the debtor contact DOR to set up the payment plan.

SDC debt returned as uncollectible - DOR will return a debt when we determine we can't collect the debt (e.g., no available assets). Unlike TRIP where the department keeps the debt for an indefinite time, uncollectible SDC debt is returned to the agency. The agency may refer the debt to a private collection agency for second placement. Uncollectible debt may not be referred back to the SDC program for collection.

Collection action issued by DOR - If you receive a call or inquiry about a DOR collection action, please have the debtor contact DOR. While our involuntary collection actions may sometimes cause a financial hardship, we have procedures in place to help debtors who are willing to work with us to resolve the debt.

Contact Information

Joseph Mugenga
Roxy Walker

Email: trip@revenue.wi.gov
Phone: 608-264-0344
Fax: 608-261-6226

SDC Debtor Contact
Phone: 608-264-0345

TRIP Debtor Contact
Phone: 608-266-7879